



Australian Government  
Medicare Australia

## Healthcare Identifiers Service

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## National eHealth agenda

- The Federal and State / territory governments' eHealth agenda is to:  
“introduce an improved health system for all Australians by transforming the way information is used to plan, manage and deliver healthcare services through the development of a world class electronic health capability”.  
–*National Partnership Agreement on E-Health*
- In February 2006, the Council of Australian Governments (COAG) committed \$98.2 million to develop better ways of electronically collecting and securely exchanging health information.

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## Building block for the eHealth agenda

- The Healthcare Identifiers Service (HI Service) underpins the eHealth agenda by providing a way to uniquely identify healthcare providers and individuals who seek healthcare.
- The HI Service gives individuals and healthcare providers confidence that the right health information is associated with the right individual at the point of care.
- Healthcare Identifiers are a fundamental building block for the proposed personally controlled electronic health records system (PCEHR).



## Contract

- Medicare Australia was contracted to design, build and test the HI Service. The project started 14 January 2008 and was completed 4 Dec 2010.
- Medicare Australia was also contracted to operate the HI Service until 30 June 2012.



- Service Operator (Medicare Australia)
- Governance Authority (National E-Health Transition Authority)
- Legislation (Department of Health and Ageing)

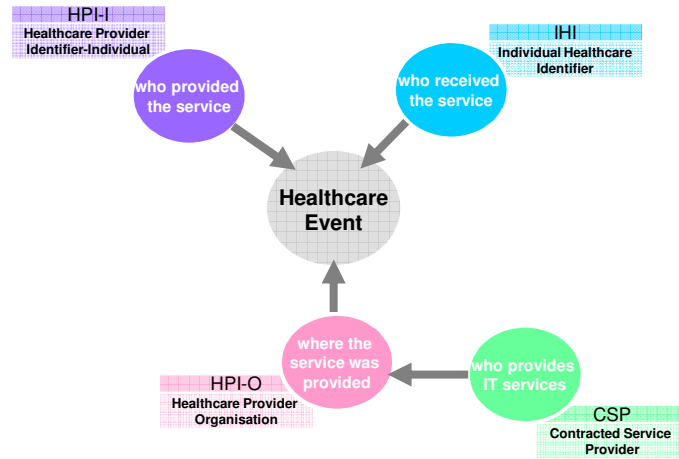


### The Healthcare Identifiers Service

- Helps to uniquely identify individuals and organisations involved in healthcare across Australia
- Uses a unique 16 digit number
- 4 types of identifiers
  - IHI - Individual Healthcare Identifier
  - HPI-I - Healthcare Provider Identifier - Individual
  - HPI-O - Healthcare Provider Identifier – Organisation
  - Contracted Service Provider



## Types of Identifiers



## Individual Healthcare Identifier

### IHI record status

- Verified IHI
- Unverified IHI
- Provisional IHI



### IHI number status

- Active
- Deceased
- Retired
- Expired
- Resolved

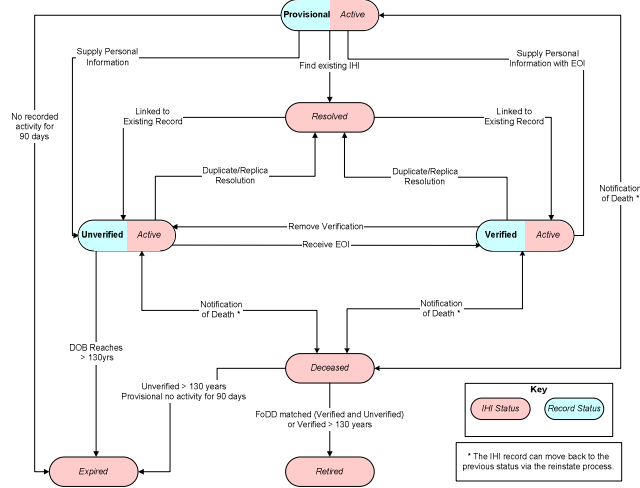


- Unverified IHI - newborn baby
- Provisional IHI – unconscious and incapable of communicating



## Individual Healthcare Identifier

### IHI Status



## Individual Healthcare Identifiers

### Pseudonym IHI

- An individual may apply directly to the HI Service Operator for a pseudonym IHI

or

- request to have an IHI already created under an alternative name, (at the point of care), to be 'turned into' a pseudonym IHI.



## There are 2 types of searches for an IHI record:

- ID Number Search
- Detailed Search



## Searching continued....

- ID Number Searching
- Exact and Unique Match Searching
- Historical Searching



### Online Services

#### Audit Log

- All access by external parties is logged by the HI Service Operator
- IHI audit logs are viewable via online services, or can be requested via MSO



### A healthcare provider is someone who provides healthcare

To be eligible to apply for an HPI-I, a healthcare provider must:

- be registered by a registration authority as a member of a health profession
- OR**
- be a member of a professional association that
    - relates to the healthcare that has been provided by the member
    - has uniform national membership requirements.



## Registration

- A Healthcare Provider may register with the HI Service where they are not registered in a profession covered by the Australian Health Practitioner Regulation Agency (AHPRA)
- If they are registered with AHPRA, registration in the HI Service will be performed by AHPRA.



## The following professions are currently covered by AHPRA:

- Chiropractic
- Dental
- Medical
- Nursing and Midwifery
- Optometry
- Osteopathy
- Pharmacy
- Physiotherapy
- Podiatry
- Psychology



### Documentation

Known customer model (via PKI)

A healthcare provider applying for a HPI-I needs to provide:

- Identifying information about the healthcare provider
- Documentation that shows the healthcare provider's professional membership
- Individual healthcare providers who are independent of AHPRA will also need to complete the *Application to register a Healthcare Provider* form



### Healthcare Organisation

- A healthcare organisation can apply to the HI service for a Healthcare Provider Identifier – Organisation (HPI-O) number.
- A healthcare organisation is an entity, or a part of an entity that provides healthcare (including healthcare provided free of charge).
- There are two types of Healthcare Organisations:
  - Seed Organisations
  - Network Organisations



## HPI-O Eligibility

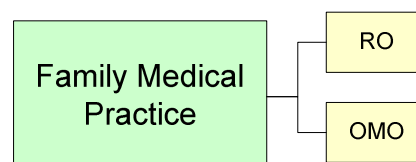
To be eligible to apply for an HPI-O, a healthcare organisation must:

- be an entity as defined in the *Healthcare Identifiers Act 2010*
- have an employee who is an identified healthcare provider and provides healthcare as part of his or her duties
- have one Responsible Officer (for a Seed organisation)
- have at least one Organisation Maintenance Officer (for a Seed organisation)



## Seed Organisation

A Seed organisation is any entity which provides or controls the delivery of healthcare services within Australia.





## Responsible Officer

- The Responsible Officer (RO) is the authorised representative of a Seed Organisation  
*Eg) CEO, Board Member, Sole Trader*

## Organisation Maintenance Officer

- An Organisation Maintenance Officer (OMO) is responsible for maintaining information about any organisation they are linked to  
*Eg) Administrative Officer, Practice Manager*



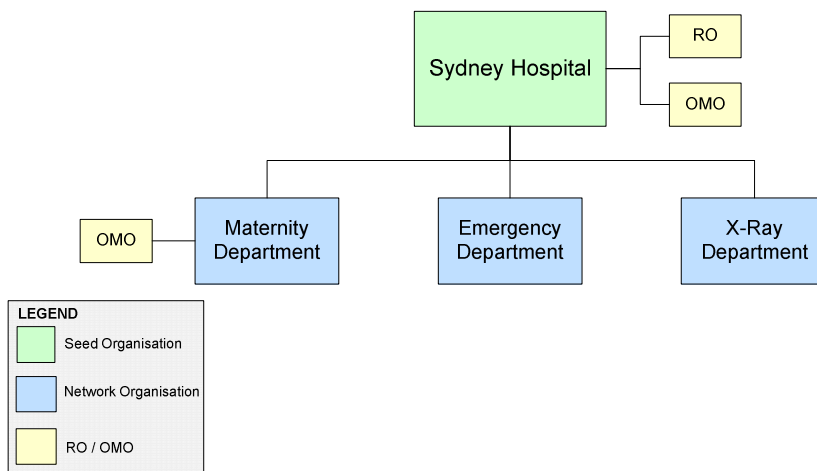
## Network Organisation

- A Network Organisation is a Healthcare Provider Organisation that is linked to the seed in an organisation hierarchy
- It is not a requirement to have an OMO for a Network Organisation
- A Network Organisation may provide services as part of the Seed Organisation



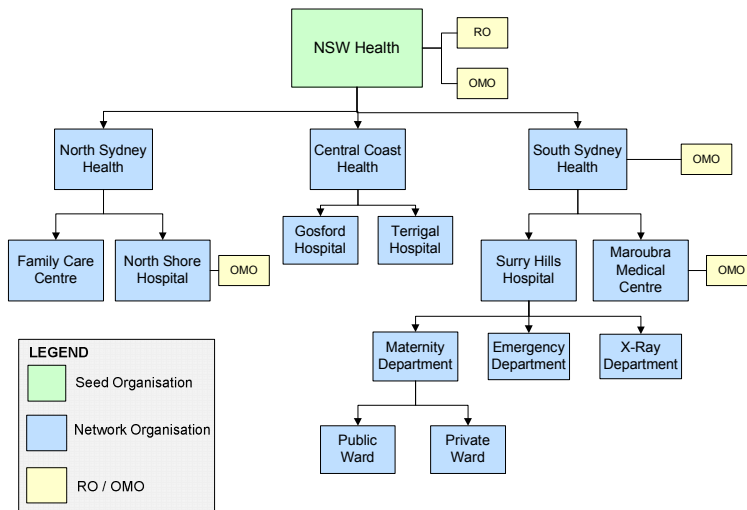
### Organisation Hierarchy

- Organisation Hierarchies are flexible and can be configured to best reflect the way that business is done in different organisations.
- There can be one or more tiers of Network Organisations under a Seed Organisation creating an organisation hierarchy
- There is no limit to the number of tiers that may exist under a single Seed Organisation or to the number of Network Organisations that may exist within a particular tier.





## Complex Organisation Hierarchy



## Healthcare Provider Directory

- The HI Service contains the Healthcare Provider Directory. With consent, the directory lists details of registered healthcare professionals and organisations who deliver healthcare services.
- Its purpose is to assist healthcare professionals and organisations searching for other healthcare professionals and organisations registered with the HI Service.



## Contracted Service Provider

Contracted Service Provider (CSP) entities are specifically defined in the Healthcare Identifiers Act as providing:

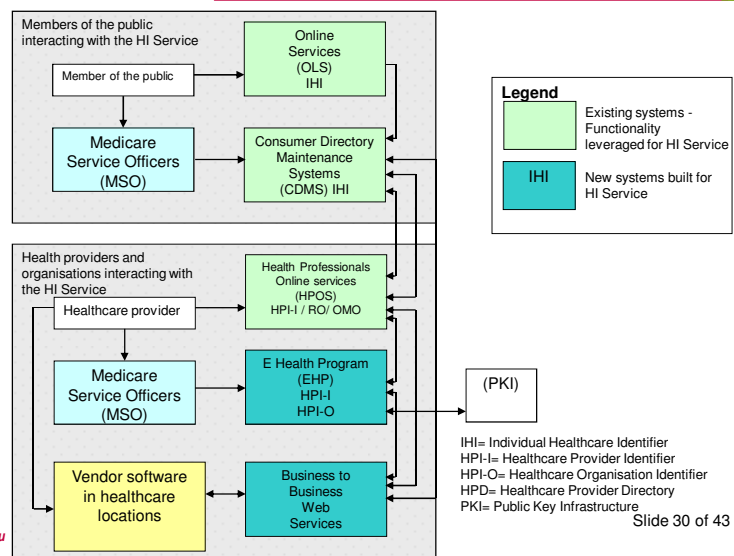
- information technology services relating to the communication of health information

or

- health information management services



## HI Service Systems





### Accessing the HI Service:

- Business to Business
- Health Professional Online Services
- Medicare Australia Service Officer



Service	B2B	HPOS	MSO	Use
Create Verified IHI			✓	This service allows for a verified IHI to be created for a healthcare individual.
Create Unverified IHI	✓		✓	This service allows for an IHI record to be created for a healthcare individual whose identity has not been verified by Medicare Australia
Create Provisional IHI	✓			This service allows for an IHI record to be created when a healthcare individual is unable to be identified
Update IHI Record	✓		✓	This service allows for details of an IHI record to be updated
IHI Single Search	✓		✓	This service allows for IHI records to be searched individually
IHI Batch Search	✓			This service allows for IHI records to be searched in a batch
Resolve Provisional IHI Record – Create Unverified IHI	✓		✓	This service allows for the resolution of a provisional IHI record through the creation of an unverified IHI
Resolve Provisional IHI Record – Merge Records	✓		✓	This service allows for the resolution of a provisional IHI record through merging IHI records
Notify Duplicate IHI	✓		✓	This service allows for the HI Service to be notified of potential duplicate IHI records
Notify Replica IHI	✓		✓	This service allows for the HI Service to be notified of potential replica IHI records



## HPI-I Functions

Service	B2B	HPOS	MSO	Use
Healthcare Provider Directory – Manage Provider Directory Entry	✓	✓	✓	This service allows for a trusted party to manage entries for healthcare providers and organisations within the HPD
Healthcare Provider Directory – Search for Individual Provider Directory Entry	✓	✓	✓	This service allows for a trusted party to search for entries within the HPD
Read Provider or Administrative Individual Details	✓	✓	✓	This service allows for a trusted party to read the details of a RO, OMO or healthcare provider record within the HI Service
Manage Provider or Administrative Individual Details	✓	✓	✓	This service allows for a trusted party to create and amend the details of a RO, OMO or healthcare provider record within the HI Service
Read Reference Data	✓			This service allows for a trusted party to read the current reference data values held within the HI Service



## HPI-O Functions

Service	B2B	HPOS	MSO	Use
Read Provider Organisation Details	✓	✓	✓	This service allows for a trusted party to read the details of an existing healthcare organisation within the HI Service
Manage Provider Organisation Details	✓	✓	✓	This service allows for a trusted party to either create a new network healthcare organisation or amend the demographic and service details of an existing healthcare organisation within the HI Service
Manage Organisation Maintenance Officer Links	✓	✓	✓	This service allows for the links between HPI-Os and OMOs to be amended
Search Healthcare Provider Directory – Search for Healthcare Organisation Entry	✓	✓	✓	This service allows for a trusted party to search for the details of a healthcare organisation's record within the HPD
Create HPI-O for Seed Organisation			✓	This service allows for a RO to register a seed organisation with the HI Service
Manage HPI-O Links	✓	✓	✓	This service allows for OMOs to modify the links between network healthcare organisations
Read Reference Data	✓			This service allows for a trusted party to read the current reference data values held within the HI Service



Public Key Infrastructure (PKI) is a set of hardware, software, people, policies, and procedures needed to create, manage, distribute, use, store, and revoke digital certificates.

Medicare Australia's existing Public Key Infrastructure (PKI) is being leveraged for:

- Location (site) Certificates – used for organisations
- Individual Certificates – used for providers, responsible officers, and organisation maintenance officers.



### Useful Resources:

- Medicare Australia ([www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au))
- eHealth Info ([www.ehealthinfo.gov.au](http://www.ehealthinfo.gov.au))
- National eHealth Transition Authority ([www.nehta.gov.au](http://www.nehta.gov.au))
- Australian Health Practitioner Regulation Authority  
(<http://www.ahpra.gov.au/About-AHPRA/Related-Agencies/eHealth.aspx>)
- Australian Government ComLaw ([www.comlaw.gov.au](http://www.comlaw.gov.au))
- Department of Health and Ageing ([www.health.gov.au/ehealth](http://www.health.gov.au/ehealth))

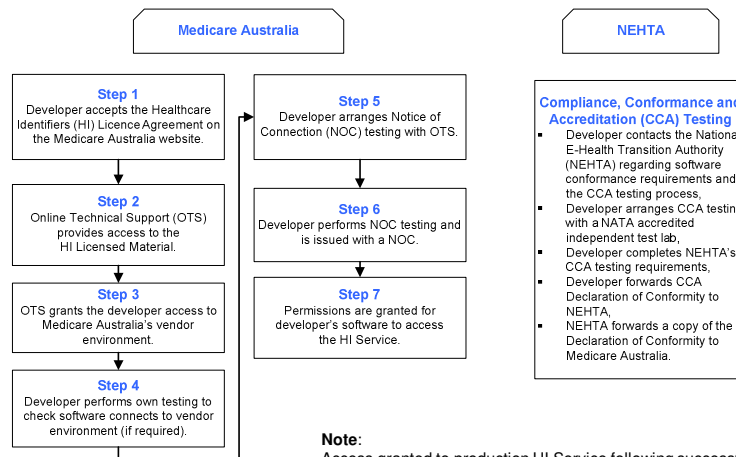


## HI Service Team

The HI Service Enquiry Line is available Monday through to Friday from 8:30am to 5:00pm, local time (AEST), excluding Public Holidays.

Phone: 1300 361 437

Email: [healthcareidentifiers@medicareaustralia.gov.au](mailto:healthcareidentifiers@medicareaustralia.gov.au)



**Note:**  
Access granted to production HI Service following successful NEHTA CCA and Medicare Australia's NOC testing.

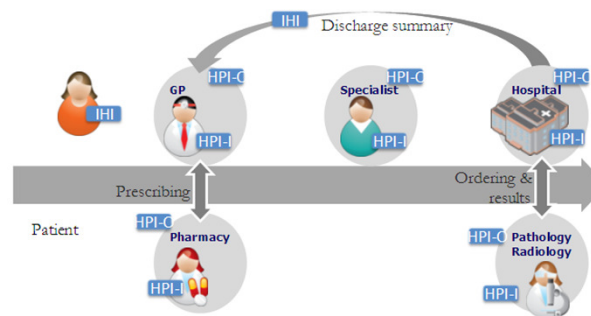


## Further Information for Vendors

- Medicare Australia website for HI Service software vendors
- HI Licence Agreement
- Access to HI Licensed Material (Medicare Australia technical and support documents/artefacts)
- Support by Medicare Australia's Online Technical Support (OTS) teams:
  - Phone 1300 550 115
  - Email [hiservice@medicareaustralia.gov.au](mailto:hiservice@medicareaustralia.gov.au)
- Support by NEHTA's CCA team:
  - Email [cca@nehta.gov.au](mailto:cca@nehta.gov.au)



## Benefits of the HI Service



This diagram illustrates how the identifiers work together.



### Benefits of the HI Service:

- lessen or prevent a serious threat to an individual's life, health or safety or to public health or public safety
- help organisations conduct data cleansing and archiving
- building block to enable a national Personally Controlled Electronic Health Record (PCEHR) system
- facilitate more effective communication of health information
- accurately match the right records to the person they are treating



## Recap and Questions



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Future

# Future of the HI Service

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